

# Customer Service Report for ALW



for Saturday, April 1, 2006 to Sunday, April 30, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Deactivate/Close	0	0	0	2	0	0	0	2	0	0	1
Password Reset	1	0	0	5	0	0	0	2	4	0	2
Register/Open	0	0	0	2	0	0	0	2	0	0	5
Back Office Support											
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	3
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	6
Grand Total:	3	0	0	9	0	0	0	6	6	0	3

Total Tickets Closed:	12
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	12